



Immediate Action Expectations: PHP Implementation Plan

Action Item		Description	Start Date	Estimated Completion Date
1	Beneficiary Letter: members 6-21 years of age	Develop and distribute beneficiary letter that provides information on benefits, importance of dental care for children and PCD info	Complete - SAC letter used as template	Mailing to commence upon final flyer approval
2	Beneficiary Letter: members 0-5 years of age	Develop and distribute beneficiary letter that provides information on benefits, importance of dental care for children and PCD info (to be completed in coordination with First 5)	Complete - SAC letter used as template	Mailing to commence upon final flyer approval
3	Phone Call Campaign	Conduct phone call campaign to proactively make appointments for beneficiaries who have not had an appointment in the last year	5/21/2012	8/21/2012
4	Issue Resolution Reporting	Describe member services & G/A issue resolution process	Complete	Submitted with GMC submittal
5	Informational Flyer (to be completed in coordination with other plans)	Develop information flyer to be distributed to beneficiaries, stakeholders, advocates and community programs. To include: 1. Dental Plan (Including grievance contact) 2. Plan and DHCS Ombudsman, and 3. HCO 4. Phone number 5. Short description of reasons you would call the number	Awaiting completion and approval	TBD
6	Utilization Control with Enrollment	Review provider encounter data (non-reporting list). Halt new enrollments for providers who do not meet utilization thresholds	5/1/2012	Ongoing
7	Education Seminars	Conduct educational seminars for providers and provider staff. Educate on policies, benefits, requirements to treat assigned members, submitting encounter data and available incentive programs	5/14/2012	8/14/2012
8	Pay to Perform	Develop incentive program for providers (Centers of Excellence) based on performance	Complete	Ongoing
9	Withholds on Provider Payments	Implement withholds from providers for not meeting utilization thresholds	Complete	Ongoing
10	Federally Qualified Health Centers	Contract with FQHC's	Ongoing	Ongoing
11	Timely Access Reports	Submit annual timely access reports	5/1/2012	5/15/2012



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12	Increase Provider & Specialist Enrollment	Work together with the Department to establish credentialing criteria that will be used to enroll potential providers without enrolling into the fee for service program; outreach campaign;	3/21/2012	Ongoing
13	Specialty Referral Process	Work together with the Department and other plans to develop a streamlined specialty referral process	3/21/2012	Ongoing